

State of California  
GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
**POSITION DUTY STATEMENT**  
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASS TITLE: Office Technician (Typing)	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Recovery Directorate/ Interagency Recovery Coordination Section/Support Unit	POSITION NUMBER: 163-560-1139-001 10445	CBID: R04
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD:  <input checked="" type="checkbox"/> 6 Mos. <input type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:  Robert Troy	CONFLICT OF INTEREST: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>1. SUPERVISION RECEIVED:</b> The Office Technician (OT) Typing (T) is under direction of the Recovery Assistant Director.		
<b>2. SUPERVISION EXERCISED:</b> N/A		
<b>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES)</b> The incumbent will work a minimum of 40 hours per week, with possible overtime in the event of an emergency. In an office, setting will include artificial light and temperature control. Use of a computer and telephone is essential. Sitting, standing, and walking requirements are consistent with office and fieldwork. Must be proficient in word processing skills on a personal computer, and possess strong writing, research, communication. The OT must also be able to read and understand technical and legal documents, and work in a team environment.		
<b>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):</b> Daily contact and interact with other analysts, project operations staff, and Program Managers, and serve as a point of contact for local agencies, and recovery staff. Interact with Executives and staff from many branches of Governor's Office of Emergency Services (Cal OES), Federal, State, local agencies and military personnel/officials.		
<b>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):</b> Failure to effectively perform the duties of the position could result in delayed recovery activities during emergency or disaster recovery, inaccurate correspondence and/or misinformation disseminated to various entities. This position has a high confidentiality requirement. This position also has a direct impact on employee pay and travel reimbursements. Additionally, this position has direct impact to procurement processes. Error in documentation could result in unnecessary expenses and charges to the client community. Ultimately, the consequence of error is client inability to assist local governments with response and recovery to emergency situations. On occasion, the OT is required to travel, conduct fieldwork, and work in the Joint Field Office or Area Field Office.		

## **6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:**

When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice. A driver's license will be required.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

## 7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the direction of the Interagency Recovery Coordination Assistant Director, the Office Technician (OT) (Typing) performs a variety of general office and clerical work functions to ensure internal support relating to the provision of federal and state disaster recovery programs within the Cal OES Recovery Operations Directorate. As part of the Interagency Recovery Coordination Branch (IRC) the OT provides support for six primary recovery outcomes: Community Planning and Capacity Building, Economic Recovery, Health and Social Services, Housing, Infrastructure, and Natural and Cultural Resources. The OT assists with a range of electronic documentation preparation to support operations closely aligned with the National Disaster Recovery Framework (NDRF), California Disaster Recovery Framework (CDRF), and works in coordination with Public Assistance (PA) and Individual Assistance (IA) to identify and integrate whole community solutions for state, community, individual and family disaster recovery.

The OT performs a broad range of general office duties including typing, dictation, and transcription; mail and document handling; records management; document preparation including compliance with section 508 of the Rehabilitation Act for ADA accessible documents; composition of correspondence; oral communications; statistical and other record keeping. The OT is also responsible for preparing meeting agendas, running communications on virtual meetings (MS TEAMS or ZOOM), taking comprehensive written notes, and submitting executive travel expense claims and time keeping records as needed.

Works with guidance under strict regulatory and administrative deadlines to maintain a routine workload and respond to short term special projects and priority assignments. Together with general administrative, clerical, and technical assistance tasks, the OT (Typing) duties also include the ability to type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

Percent of Time	ESSENTIAL FUNCTIONS
40%	<p><b>(E) ADMINISTRATIVE, PROGRAM SUPPORT AND REPORTING</b></p> <p>OT provides a variety of clerical duties such as document preparation include compliance with accessibility regulations and best practices and answering and directing incoming calls. OT reviews monthly time sheets and travel claims and provides to management a travel forecast reports for approval. Maintains various kinds of electronic records, including program related documentation as well as staff requests for time off and travel claims for approval by the management team.</p> <p>Develops weekly report(s) for manager, as needed. Maintains the Unit Calendar. May be assigned to maintain the unit's website page(s) and/or various conference call accounts. Orders and inventories, supplies, and follows appropriate procurement procedures for supply ordering. Reviews incoming correspondence. Provides administrative support to the Recovery management team. In addition, the OT is responsible for coordinating and typing written responses assigned to them, and a wide variety of material and correspondences, memorandum, letters, reports, and mail merge. Assists management with special requests such as compiling data and/or reviewing data. May be asked to develop reports on different sets of data pertinent to the program/position.</p>

<b>25%</b>	<p><b>(E) COORDINATION AND PLANNING</b></p> <p>OT plans and prepares for various meetings, workshops, trainings, and conferences. Provides clerical support prior, during, and after meetings, to include room set up, conference call lines, document preparation and dissemination, computer and technology support, invite support, proof, format, and finalize outgoing correspondence and materials. Secures conference rooms, ensuring that they meet the needs in terms of size, location, electronic support, and special accommodation requirements. Ensures recurring meetings are properly scheduled for the time duration specified by the management team and/or lead(s). Identifies alternative meeting dates and locations when scheduling conflicts occur. Cancels and reschedules meetings as necessary due to changing demands and conflicting schedules of invitees. Provides support to team members' projects and research.</p>
<b>20%</b>	<p><b>(E) COMMUNICATION</b></p> <p>The incumbent types emails, forms, documents, standard operating procedures, memorandums, and advanced level correspondence produced by Recovery staff and ensures compliance with federal and state regulations. OT is responsible for opening and reviewing all incoming correspondence pertaining to the federal and state disaster recovery assistance programs. Has knowledge and application of detailed regulations, policies, and procedures. Creates tracking sheets, assigns, and distributes correspondence to appropriate staff based on current area assignments.</p> <p>Types politically sensitive letters using mail merge functions and templates, makes copies, scans, mails out, and files (manually and electronically) completed and signed correspondence and reports. OT is responsible for re-assigning and re-distributing correspondence to appropriate staff when needed.</p> <p>Must use good judgment and communicate effectively while performing telephone coverage, reception, and message taking for the Recovery Directorate.</p>
<b>10%</b>	<p><b>(E) TECHNICAL ASSISTANCE AND TRAINING</b></p> <p>OT may be asked to assist with the process for hiring of new team members, onboarding process for new hires, and maintenance of orientation binder and creation for each new employee. OT may provide training for new staff on data management system(s) and office procedures, as appropriate. Reviews and ensures the unit's documentation is Americans with Disabilities Act compliant. May attend trainings and exercises to prepare for programs and/or disasters.</p> <p>Assists other staff with photocopying information packets, preparing folders and mass mailings. May be required to assist with special projects that require photocopying and/or data entry.</p>
<b>Percent of Time</b>	<b>MARGINAL FUNCTIONS</b>
<b>5%</b>	<p><b>(M) OTHER RELATED DUTIES AS REQUIRED</b></p> <p>The incumbent may be required to perform other related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties may include, but not be limited to: (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings, trainings, and exercises.</p>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Must be able to work alone without much guidance or interaction or interaction from other staff.					
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### THEIR INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

This position may be required to travel on short notice, work in a Joint Field Office (JFO), Area Field Office (AFO), or other locations, to provide support as necessary to meet unit and Recovery Division objectives.

### SIGNATURES

#### Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

*I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.*

*I have read and discussed these duties with my supervisor:*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

*I certify that the above accurately represents the duties of the position:*

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Civil Service Title